

# **IP OFFICE 4406D+ USER GUIDE**

## **To Make a Call:**

Your "hot" keypad allows you to dial any number while on-hook. If using a headset, press the 'Headset' button before dialing).

- Internal Calls: Dial the four digit extension of the person you require (example: 8368)
- When answered, either pick up the handset or continue hands-free.
- To end the call, either replace the handset, or if working hands-free, press 'speaker'. (if using a headset, press the 'Headset' button to release the call.)

## **Long Distance Access:**

- Press the Account Code key
- Dial your 5 digit Employee Number
- Dial the 5 digit Client Number
- Dial the 3 digit Case Number followed by the # sign.
- Dial 9+1+area code+ number

## **To Answer a Call:**

- Your display will show you whatever information the system has about the calling party.
- Press 'Speaker' to answer hands-free, or pick up the handset.
- If using a Headset, answer the call by pressing the 'Headset' button on the phone (the button will light green). Press 'Headset' again to release the call (the green light will deactivate).

## **Holding Calls:**

- While on a call, press 'Hold', the light next to the button will be steady red.
- Press the button next to the red light to retrieve the call.

## **Speaker / Mute:**

- Press 'Speaker' to activate the speakerphone.
- Press 'Speaker' again to deactivate the speakerphone.

The 'Mute' button can be pressed at any time (the speaker light will flash). You can hear the caller, but the caller is unable to hear you. Cancel mute by pressing the 'Mute' button again.

## **Volume Control:**

- Toggle the 'Volume Control Button' to adjust the ringer volume when you are not on a call, the handset volume when you are on a call, and the speaker volume when you are on a call using the speakerphone. Each setting is independent of the others.

## **To Transfer a Call:**

- During the call, press 'Trnsfr'. The call is put on hold.
- Dial the number to which you want to transfer the call. (or to Transfer direct to voice mail, dial # + extension number)
- If the extension doesn't answer or doesn't want the call, press the steady red light to return to the original call.
- If the extension answers and will accept the transfer, press 'Trnsfr' again to complete the transfer.

### **Conferencing Calls:**

- During an existing call, press 'Conf'. The call is put on 'hold'.
- Dial the other party. If not answered, end the call by pressing the steady red light.
- When answered, press 'Conf' again to bring all parties into the call.

### **Do Not Disturb:**

When on, your callers are sent to voice mail directly.

- To activate, either press the DND key [the light will be steady green] or dial \*08 [You will hear a confirmation tone].
- To de-activate, either press the DND key again [the green light will go out] or dial \*09 [You will hear a confirmation tone].
- When active, you will hear a stutter dial tone when off hook. The stutter tone will not affect outbound dialing.

### **Follow Me:**

Temporarily redirect all your calls to a number of your choice.

- Press **14**.
- Dial the number where you wish your calls to be sent, plus #. You will hear a confirmation tone.
- To de-activate, dial **14** + #. You will hear a confirmation tone.
- When active, you will hear a stutter dial tone when off hook. The stutter tone will not affect outbound dialing.

### **Pickup:**

Allows you to pick up a call ringing at another extension, in your group.

- Press the 'Pick Up' key. You will be presented with the longest ringing call at an extension in your group.

### **Retrieve a Parked Call:**

- Dial \*38\*+ Park Zone Number + #.

### **Redial:**

The phone stores a record of the last number you dialed. .

- Press the 'Redial' button and the call is placed.
- When answered, either pick up the handset or continue hands-free.